State of Iowa
Board of Cosmetology Arts & Sciences
Candidate Information Bulletin

FREQUENTLY ASKED QUESTIONS

1. **HOW DO I REGISTER TO TEST?** To register and schedule for testing, go to: https://www.provexam.com/register.

   You may also call Prov at (877) 228-3926. More information about registering can be found on page 2 of this bulletin.

2. **WHERE CAN I TEST?** All exams will be taken remotely from home. More information about remote testing can be found on page 2.

3. **HOW MUCH DOES IT COST?** The theory examinations cost $**83** each.

4. **WHEN DO I GET MY TEST RESULTS?** Unofficial exam results are available at the testing center once you complete your exam. Official test results will be sent to the Board within one (1) week after your test date.

5. **WHAT IS ON THE TEST**? Exam information can be found on page 3 of this bulletin.

MORE QUESTIONS

Please read through this bulletin completely for answers to your questions. If you still have unanswered questions, you may contact us at the following:

For Licensing Questions- **Iowa Board of Cosmetology Arts & Sciences** 321 E. 12th Street, Fifth Floor Ph (515) 281-0254 https://idph.iowa.gov/licensure Hours: 8:00am to 4:30pm	For Testing Questions- **Prov** 150 W Civic Center Blvd, Suite 601 Sandy, Utah 84070 Toll Free: 866-720-7768 Call or Text: 801-733-4455 (Messaging rates may apply) www.provexam.com support@provexam.com Hours: 7:00am to 11:00pm CST Monday-Friday

GENERAL TESTING INFORMATION

The Iowa Board of Cosmetology Arts & Sciences (Board) has contracted with Prov, Inc. to administer the following NIC Cosmetology examinations:

- Cosmetologist
- Electrologist
- Esthetician
- Nail Technologist
- Instructor

The purpose of this bulletin is to provide you with information about taking your licensing examination with the State of Iowa.

Prov is not authorized to make the determination of which examination candidates must take. If a candidate is unsure which exam is needed for the license being sought, resolve this question before scheduling. If candidates have questions regarding which exam to take, please check with your school, or contact the Board at **(515) 281-0254.**

EXAMINATION CATEGORIES & COST

Candidates seeking to be licensed in the State of Iowa must successfully complete the written examination.

Each written exam costs **$83**. The fee is the same whether you are testing for the first time or if you are retaking the examination.

TABLE OF CONTENTS

WHERE TO TAKE YOUR EXAM IN IOWA

The state has contracted with Prov to offer these exams remotely. This means examinations can be at home (or any other quiet site with adequate internet speed and free from distractions) using the Examroom.ai remote proctoring tool.

Availability ranges Monday through Saturday from 7:00am to 7:00pm CST.

More information about remote proctoring can be found on page 4 of this bulletin.

HOW TO REGISTER ONLINE

1. To Schedule your exam, go to: https://provexam.com/.

2. Use the Dropdown menu under "Select Certifying Body", and select:

   IA Cosmetology

3. Under "Select a License/certificate", choose the license (and language) you are seeking (**choose one of the following**):

   o Cosmetologist
   o Electrologist
   o Esthetician
   o Nail Technologist
   o Instructor

   Then press   **NEXT**

4. Enter your information **exactly** as it appears on your government issued ID.
   • Name (First, Middle and Last)
   • Street address
   • City, State, Postal Code
   Additionally, please provide the following:
   • Social Security number
   • Email Address
   • Telephone Number

   Then select the button labeled: **SAVE CHANGES**

5. Select a Date & Time for your exam by selecting the link labeled:

   📅 Find suitable time and venue

6. Select a test **date** and **time** from the calendar that matches your schedule. Confirm your selected date and time and select **Add to Cart.**

7. Proceed to payment. Please enter your form of electronic payment (e.g. MasterCard, Visa, AMEX). The invoice for your exam payment will be automatically emailed to you. This invoice will include information regarding your scheduled date/time.

If you have any problems with online scheduling, you may call Prov at (866) 720-7768.

SCHEDULING BY PHONE

To schedule an examination by phone, candidates should contact Prov toll free at (866) 720-7768. Prov scheduling staff is available 7:00 a.m. through 11:00 p.m. CST, Monday through Friday.

Candidates should be prepared to provide the Prov scheduling staff with their name, social security number and their address. Once registered in the database, Prov staff will search for the next available testing date and time. Once candidates are scheduled, Prov staff will email them information regarding their testing schedule.

CANCEL/RESCHEDULING POLICY

If you need to change or cancel your testing appointment, you must contact Prov at least **three (3) business days** prior to your scheduled test date. Rescheduling is free if Prov is notified by the deadline.

If you fail to appear for their test or fail to cancel or reschedule your testing session by the close of business three days prior to their scheduled test date, you will forfeit your exam fees.

PREPARING FOR YOUR EXAMS

The Cosmetology exams utilized in Iowa are designed to test what you should know (and be able to do) as you begin your career in the cosmetology industry. Your examinations have been developed by the National Interstate Council of State Boards of Cosmetology (NIC). The following section is designed to provide links and descriptions to the various licensing examinations.

No cell phones or watches will be allowed in the testing area other than those in use for administration of your examination.

No aerosols or disinfectant sprays are allowed unless it is specifically marked as non-aerosol. If any aerosol products are detected in the testing area, your score may be voided.

EXAM INFORMATION

Information for examinations is provided by the NIC and may also be found at nictesting.org. To learn more about your specific exam, please select the hyperlink next to the test and you will be taken to the NIC website for a complete description of the examination.

Cosmetologist

Written Test: More Information (English)

If you wish to access an NIC CIB in one of the available foreign languages, please click this link and select from the drop-down box: https://nictesting.org/candidate-information-bulletins/

Electrologists

Written Test: More Information (English)

If you wish to access an NIC CIB in one of the available foreign languages, please click this link and select from the drop-down box: https://nictesting.org/candidate-information-bulletins/

Estheticians

Written Test: More Information (English)

If you wish to access an NIC CIB in one of the available foreign languages, please click this link and select from the drop-down box: https://nictesting.org/candidate-information-bulletins/

Instructor

Written Test: More Information (English)

If you wish to access an NIC CIB in one of the available foreign languages, please click this link and select from the drop-down box: https://nictesting.org/candidate-information-bulletins/

Nail Technology

Written Test: More Information (English)

If you wish to access an NIC CIB in one of the available foreign languages, please click this link and select from the drop-down box: https://nictesting.org/candidate-information-bulletins/

NIC References

For information about exam references, please see here: https://nictesting.org/wp-content/uploads/2022/05/NIC_References_updated_5_19_22.pdf

TEST DAY RULES AND PROCEDURES

What is Examroom?

Examroom is a remote test monitoring service that allows you to take your test on your own computer at your home. On test day, you log into the Examroom website and request to start your exam. A test proctor will greet you over your computer, will verify your identity, take your picture, and observe you throughout the testing process.

Not every computer system is capable of taking a test on Examroom. The following are the MINIMUM requirements that your computer system would need to meet in order to qualify to take your test using the Examroom service:

o The operating system on computer needs to be recent (less than 3-4 years old)
o Works on a MAC, PC, or Chromebook
o Need either a Chrome or Firefox browser (Chrome works best)
o Need a functioning computer web-camera and microphone
o Need a good consistent Internet connection capable of uploading files in excess of 3 Mbps

Please use the following links to do a system check before you schedule your exam to make sure your computer system will allow you to take a test using this system.

https://examroom.ai/systemtest/

When prompted "Permission to access camera and microphone", you must click "Allow."

If you do not have access to equipment that meets the minimum requirements, Prov has laptops available for use during your exam. To request access to a Prov laptop you may call (866) 720-7768 and ask a call center representative for assistance. You will be responsible for the cost of shipping and handling. Please call for more information.

Exam Day Procedures

On the day of your exam:

1. Head to https://provexam.com
2. Click "Start My Test" from the home page menu
3. Review the instructions on the page and click "Start My Test" to be directed https://examroom.ai/login/
4. Enter the email address you used to register for your test
5. Enter your candidate ID as your password
6. You will be greeted by an onboarding agent to help you check-in and start your test

For technical support, or if you have difficulty logging into your exam, please use the chat box on the bottom right corner of https://examroom.ai.

The following link will take you to a short video that demonstrates Prov's testing system: https://youtu.be/h3T9svnIdLY.

Proof of Identity

You will be required to show government-issued, photo-bearing identification. The photo-bearing ID must be current and valid. Forms of valid photo-bearing ID are a driver's license, passport, or military ID. You will also be required to sign a test center log and will be photographed by the test center staff. If you cannot produce a valid government-issued photo ID, refuse to participate in signing as instructed or refuse to be photographed, you will be dismissed from the testing center and forfeit all testing fees for that testing session.

Prohibited Items

No cameras, recorders, cell phones, computers, (other than those in use for administration of your examination), pagers, tablet computers, music players, smart watches, radios, electronic games, or any other electronic devices are allowed in the testing room. Talking and smoking are not allowed in the testing room.

Additionally, other personal items such as purses, notebooks, references or study materials, briefcases, backpacks, wallets, pens, pencils, other writing devices, food or any other items are not permitted in the testing room.

For exam security you may also be **asked to remove** articles of clothing that may pose a security risk such as the following:

- o Bulky clothing, scarves, hoodies, shawls, vests, jackets, coats, and so forth.
- o Hats or headgear not associated with religious reasons.
- o Any other clothing or device that may be interpreted as having the potential to compromise the testing process.

If you are caught using unauthorized materials during testing, these materials will be confiscated, your testing will be terminated with fees forfeited, and the Board will be notified of your dismissal from the exam.

Visitor Policy

No one other than the candidate will be allowed in the testing room.

Unethical Conduct Policy

Any individual caught giving or receiving assistance during or after the examination or caught using unauthorized materials during the examination will be reported directly to the Iowa Board of Cosmetology Arts & Sciences. Those caught in the act of cheating will be dismissed from the examination and their testing results will be frozen. Furthermore, the candidate will forfeit the examination fees paid. Finally, anyone caught with test questions in their possession, either during or following the examination will be prosecuted by Prov for theft of copyrighted testing materials.

Candidate Civility Expectations

We understand that taking a test can be stressful. Sometimes this stress may cause someone to visibly show their frustration during or after the testing event. While we understand the sources of stress, we find any action that threatens our proctors or examiners to be unacceptable. If a candidate verbally or physically threatens or assaults any of our proctors or examiners, that candidate may be banned from testing for a time. The candidate's actions will be reported to the licensing board or agency. If any physical harm occurs, civil action may also be taken against the candidate.

<div style="background-color:#c0504d; color:white; text-align:center">RESULTS REPORTING</div>

Upon completion of an examination, your test will be scored, and you will be provided with an unofficial score result via email within one (1) day after you complete the exam. Official test results will be sent to the Board within one (1) week after your test date.

All exams will be scored and graded against a cut-score established by NIC for these examinations. The score on these examinations is reported as a "scaled score". This score is not the same as a raw score (which is the number of correct responses on a test). This means that the score does NOT represent the percentage of questions correctly answered on the test. Each part of the examination has its own cut-score and is weighted according to its importance in the demonstration of entry-level competence.

RETESTING POLICY

Failed examinations can be retaken as often as is necessary. There's is no waiting period and candidates can schedule a new testing session for the first available testing date. Candidates cannot retake an exam once they have passed that exam unless required by the State of Iowa.

PROV'S NON-DISCRIMINATION STATEMENT

Prov provides equal access to its exams and testing programs for all eligible persons. Although individual jurisdictions that Prov represents are wholly responsible for determining eligibility of candidates, it is the policy of Prov to maintain an environment free of discrimination and to prohibit discrimination and harassment against any person on the basis of race, color, national origin, gender, religion, age, disability, political beliefs, sexual orientation, and veteran, marital or family status.

Harassment of Prov program participants, proctors, staff or candidates will not be tolerated. If candidates wish to express concerns about discrimination, they should contact Prov at 866-720-7768 or write to:

Prov, Inc., 150 W Civic Center Drive, Suite 601, Sandy, UT 84092.

SPECIAL ACCOMMODATIONS

Prov complies with the Americans with Disabilities Act (ADA) in providing special accommodations for candidates that require additional assistance during the testing process. If candidates feel that they qualify for special accommodations during testing, they should contact Prov at (866) 720-7768. Prov will require written documentation from a licensed physician or psychologist documenting the disability and further require a request describing the requested remedy. Prov will then work directly with the candidates to provide the accommodation they will need in order to complete their examination.